

POSITION GUIDE  
NONAPPROPRIATED FUNDS

JOB NUMBER  
FLSA: NON-EXEMPT

TITLE: Hotel Reservation Manager

PAY PLAN/SERIES/LEVEL - NF-1173-4

MAJOR DUTY DESCRIPTION:

Manages the group and individual booking and reservation activity at a lodging property in excess of 600 rooms. Directs the operation of the activity consisting of a computerized reservation system and its related controls, records, reporting, accounting, and personnel functions to achieve maximum room occupancy and optimum customer satisfaction. Resolves requests involving booking and policy exceptions and rules. Provides timely reservation information for use by the front office and hotel officials. Analyzes new or changing administrative requirements that impact on the reservation function. Reviews and analyzes report data for performance, occupancy, and obtainment of objectives. Evaluates program effectiveness through customer surveys or analysis of higher-level directives and requirements, financial performance, and forecasts projections and trends.

Exercises budget and fiscal responsibilities.

Supervises assigned staff.

QUALIFICATION REQUIREMENTS:

Three years of work experience performing duties that indicate the ability to satisfactorily perform the above. This type of experience may be gained by performing duties in the related functional field of hotel management such as those involving Hotel Front Office Manager or Front Desk Supervisor functions. Ability to use a computer for word processing or data entry.

A two-year associate's degree or possession of a CHA (Certified Hotel Administrative) and one year of related work experience may be substituted.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.